

Original citation:

Payne, Sarah R., MacKrell, J., Cain, Rebecca, Boex, S., Boex, W., Strelitz, J. and Gate, L. (2013) Co-designing the physical environment of Wellbeing Centres. In: Well-Being 2013 : The second international conference exploring the multi-dimensions of well-being, Birmingham, 24-25 Jul 2013

Permanent WRAP url:

<http://wrap.warwick.ac.uk/57986>

Copyright and reuse:

The Warwick Research Archive Portal (WRAP) makes this work by researchers of the University of Warwick available open access under the following conditions. Copyright © and all moral rights to the version of the paper presented here belong to the individual author(s) and/or other copyright owners. To the extent reasonable and practicable the material made available in WRAP has been checked for eligibility before being made available.

Copies of full items can be used for personal research or study, educational, or not-for-profit purposes without prior permission or charge. Provided that the authors, title and full bibliographic details are credited, a hyperlink and/or URL is given for the original metadata page and the content is not changed in any way.

A note on versions:

The version presented in WRAP is the published version or, version of record, and may be cited as it appears here.

For more information, please contact the WRAP Team at: publications@warwick.ac.uk



<http://wrap.warwick.ac.uk/>

Co-designing the physical environment of Wellbeing Centres

Wellbeing Centre = A centre for wider life-style related issues

Offers psychological support
Supports behaviour change
Provide basic health checks
Signpost to other services
Provide individual consultations
Computer self assessments



Research Aims

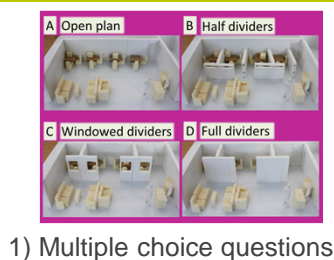
Engage users in the design process for the physical environment of a Wellbeing Centre.

Establish end **users' expectations**, preferences and **needs** from the physical environment of a Wellbeing Centre.

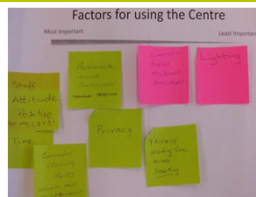
Method

53 Royal Free
Trust members

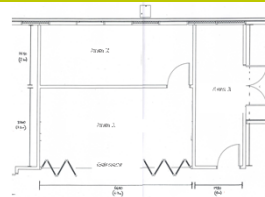
3 focus groups,
3 tasks:



1) Multiple choice questions



2) Defining important design features and attributes



3) Designing the layout in 2 dimensional (left) and 3 dimensional moveable models (right)



Results

Six themes emerged from the triangulated data. Combined with literature to form design recommendations. This was interpreted by design specialists Boex to create designs, followed by further evaluation from end users.

Initial points of contact

- + Visible reception, close to entrance
- + Visible, clear queuing system
- + Easy access for all
- Avoid "intimidating" desks

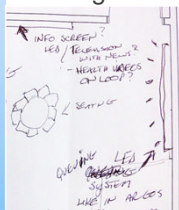
User model



Waiting experience

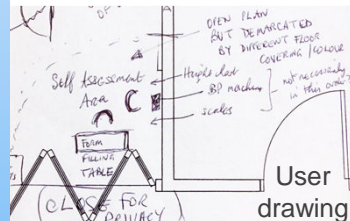
- + Comfortable and relaxing
- + Display appropriate health information in uncluttered way
- + Display waiting times
- + Provide choice (furniture, waiting areas)
- Avoid unrelated distractions

User drawing



Health assessment areas

- + Consider auditory and visual privacy e.g. position of computers, sound proofing
- + Provide places with varied privacy levels
- + Use self-assessment areas to "help get people in", as long as privacy still offered
- + Non confrontational seating



Private Room 1



Self assessment computer and desk terminal



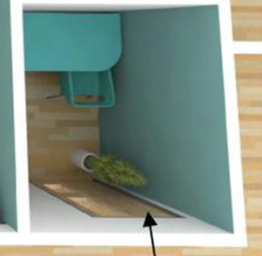
Atmosphere

- + Homely/Modern atmosphere, informal, comfortable, with natural elements
- + Low level lighting for visually impaired
- + Tonal colours for visually impaired
- + Maximise natural lighting

Information area



Health assessment area with interactive diary boards



Service

Ensure this is determined before engaging users in design process

Spatial layout, size, structure

Allow flexibility as service develops

For more information contact:

Dr Sarah Payne, S.R.Payne@warwick.ac.uk
Dr Jamie Mackrill, J.B.Mackrill@warwick.ac.uk
Dr Rebecca Cain, R.Cain.1@warwick.ac.uk (PI)